

Message

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**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 2/27/2011 1:52:23 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Incident 695930 - Update on Outstanding Ticket > 48 hrs.

Incident 695930  
Customer: Hanchett, James L

Group assigned to: DPH.Desktop Support  
Description: ARHO - VISIT - printer issue  
From: Hanchett, James (DPH)  
Sent: Friday, February 25, 2011 8:18 AM  
To: DPH-Help, Desk at 250 (DPH)  
Subject: Printer Problems

DPH HelpDesk,

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

HP LaserJet P3010  
Model # CE526A  
Serial # VNBC99X0LJ

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
637 North Pleasant Street  
Amherst, MA 01003  
Phone 413-545-2607  
Fax 413-545-2608  
[REDACTED]

Reason: In order to achieve timely service to our valued customers, I would like to take this opportunity to inform you that the Incident #695930 is still in an active status. We apologize for any inconvenience this may have caused you, but we will notify you as soon as the problem has been resolved.

If you have any further questions:  
Please phone the Customer Service Center at:

Customers, click on the following URL to view Incident #695930:

[REDACTED]

Analysts, Click here for VG access: [REDACTED]

Sincerely,  
Customer Service Center.

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.